


Travel Card

	Louisiana Department of Health (LDH)	
	Policy Number	111.4
	Content	LDH Policy for Controlled Billed Account(CBA)/Travel Card – Issuance and Use
	Effective Date	November 16, 2018
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If there is a discrepancy between an LDH Policy and a Program Office or facility policy, the LDH policy shall govern/overrule/supersede the conflicting section within the Program Office or facility policy.

I. STATEMENT OF POLICY

- A.** It is the policy of the Louisiana Department of Health (LDH) to establish and administer the Travel Card/CBA Program and to set the required standards for possession and use in accordance with the State of Louisiana State Liability Travel Card and CBA Policy issued by the Division of Administration.
- B.** This policy and/or procedures along with the use of the Travel Card/CBA does not negate any current requirements and/or allowances in PPM49, including the travel authorization/expense forms which must be completed for all non-routine travel, conferences and out-of-state travel, as well as purchasing policies, rules and regulations, mandates, Louisiana Statutes, or Executive Orders.
- C.** Cardholders, approvers, program administrators, programs users, supervisors, approving officials, auditors or anyone associated with the card program who knowingly, or through willful neglect fails to comply with all travel laws, policies, rules and regulations, mandates, statutes, executive orders, state and agency card program policies and procedures and/or PPM49 as applicable may be subject to suspension or termination of account privileges or other disciplinary action, up to and including criminal prosecution to the fullest extent of the law. The

Office of State Travel reserves the right to withdraw any authority or delegated approval due to non-compliance with applicable laws, rules, regulations, mandates, policies, and procedures.

II. PURPOSE

- A.** The State Liability Travel Card/CBA is a tool used to assist employees in paying for specific, higher cost travel expenses incurred during travel for official state business only and not for agency related purchases.
- B.** The Travel/CBA card is a Visa card issued by Bank of America for the State of Louisiana. The CBA account is a controlled billing account also known as Cardless Account or Ghost Account. The Travel Card/CBA enables employees to purchase travel related accommodations/services with the convenience of a credit card to offset allowable official state business travel expenses in accordance with PPM49 while providing management with a means of maintaining control over those expenses.
- C.** The use of this card will improve efficiency and effectiveness by forming one source of payment while reducing the need for cash advances and reimbursements. State Agencies are mandated to use a state issued card for all high dollar travel expenses, including but not limited to registrations, lodging, airfare, and vehicle rentals.

III. CONDITIONS OF PARTICIPATION

- A.** No employee may qualify for a State Liability Travel Card if their State of Louisiana Travel Individual Liability account has been revoked due to charge-off and/or non-payment. Once their account has been paid in full, the employee may qualify for the State Liability Travel Card.
- B.** Employees who travel frequently and incur specific, higher cost travel expenses on a recurring basis may be issued a card. Each request will be considered on a case-by-case basis. Employees using the Travel Card must comply with current travel laws, policies, rules and regulations, mandates, statutes, executive orders State Liability Travel Card and CBA Policy and PPM49 as well as all agency internal policies and procedures as applicable.
- C.** All Travel Card accountholders must sign the State of Louisiana State Liability Travel Card Program Accountholder Agreement Form acknowledging and outlining the accountholder's responsibility under the program.
- D.** All program participants, i.e. program administrators, cardholders, CBA accountholder/authorizer and cardholder approvers, are required to complete the following on an annual basis in order to receive a new travel card, renew a travel card, or remain a CBA administrator, CBA cardholder or CBA approver:

- a. Online certification class and receive a passing grade of at least 90
 - b. Internal agency training
 - c. Sign the most current State of Louisiana Corporate Liability Travel Card Program Annual Agreement Forms. Original forms **must** be given to the Program Administrator.
 - d. Sign the Policy Acknowledgment Form and submit the original to the Program Administrator.
- E. An accountholder/cardholder's approver must be a supervisor of the Cardholder who is at least one pay grade level higher than the account holder/cardholder. The Approver must be the most logical supervisor who would be most familiar with the Travel Card/CBA account holders and appropriate business needs for the account holder/cardholder's transactions.
- F. Failure to comply with the requirements for participation in the Travel Card and CBA Program may result in the employee's removal from the Travel Card/CBA Program.
- G. Cardholders must be approved by appropriate agency authority and distributed only to frequent purchasers/travelers, based on the request of a supervisor, manager or department head, not as an automatic process upon hiring.

IV. DEFINITIONS AND ACRONOYMS

For the purpose of this policy, the following words or phrases shall have the following meanings:

- A. **Accountholder/ Cardholder:** An employee that has been issued a Travel Card or account holder/authorized user of the CBA.
- B. **Agreement Form:** A form signed by a program administrator, cardholder and cardholder approver, annually, that acknowledges they have received required training from the agency, completed the state's certification requirement, and received a passing score of at least 90.
- C. **Approver:** the cardholder's supervisor or the most logical supervisor that is at least one level higher, which would be most familiar with the business case and appropriate business needs for the cardholder's transaction and is responsible for approving transactions on-line and signs both the cardholder's billing cycle log and monthly statement.
- D. **Billing Cycle Purchase Log (BCPL):** Printed from the Bank of America's Works Workflow System and used to reconcile all transactions charged to a travel card or a CBA for purchases/services charged during the billing cycle. The transactions listed on this log are matched to the paper billing statement received from the bank and to the receipts received from the travelers. The billing statement, billing cycle Purchase Log, the Hotel Planner confirmation notices and the receipts must be turned into the Office of Management and Finance – Travel Section no later than the 18th of each month. ***Failure to turn in your monthly submittal will result in the suspension of the Travel Card/CBA.***

- E. Card Misuse:** Use of the card for legitimate purchases but for goods or services that are prohibited by State or internal policy (e.g., purchases for fuel for a State Vehicle when the agency participates in the Statewide Fuel Card Program).
- F. Cardholder:** A State of Louisiana employee whose name appears on the Travel Card or the person who has been assigned by the agency as the accountholder/authorizer for the CBA and is given authority to make purchases within preset limits on behalf of the agency.
- G. Controlled Billed Account (CBA):** A credit account issued in an agency's name (no plastic card issued). These accounts are direct liabilities of the State and are paid by each agency. CBA accounts are controlled through an authorized approver(s) to provide means to purchase any allowed transactions/services permitted in this policy. Please note that the traveler needs to ensure that the actual plastic card is not necessary to pay for an expense, as there is no card issued for a CBA. CBA's are issued in the Agency's name only with each account assigned to a single individual.
- H. Cycle:** The period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight on the 8th of each month. Synonymous with "billing cycle".
- I. Cycle Limit:** Maximum spending (dollar) limit a Travel Card/CBA is authorized to charge in a billing cycle. These limits must reflect the individual's or agency's travel patterns. There are preventative controls and, as such, sound judgement should be exercised when establishing a card's credit limit.
- J. Default Coding:** Agency specific accounting codes assigned to an individual cardholder's transaction.
- K. Department Head:** The department head as defined by the Office of State Travel is the Secretary of the Agency.
- L. Disputed Item:** Any transaction that was double charged, charged an inaccurate amount, or charged without corresponding goods or services by the individual cardholder.
- M. Export File:** Data that pushes from Bank of America Works into ISIS/LEO or other applicable accounting system which imports to the agency's financial system to create the voucher for Bank of America payments.
- N. Fraud Purchases:** Any use of the Travel Card/CBA which is determined to be an intentional attempt to defraud the state for personal gain or for the personal gain of others.
- O. High Cost Expenditures:** These expenses are defined by the Division of Administration as all airfare, lodging, vehicle rentals and registrations. All High Cost Expenditures **must** be placed on

the Travel Card or CBA programs unless prior approval is granted from the Commissioner of Administration.

- P. Incidental Expense:** Expenses incurred while traveling on official state business, which are not allowed on the state liability Travel Card. Incidentals include, but are not limited to, meals; fees and tips to (porters, baggage carriers, bellhops, hotel maids); transportation between places of lodging/airport such as taxi; phone calls and any other expense not allowed in the State Liability Travel Card and CBA Policy.
- Q. IntelliLink:** Visa's web-based auditing tool which is used to assist with monitoring and managing the agency's card program usage to ensure that card use conforms to all policies and procedures.
- R. Merchant:** A business or other organization that may provide goods or services to a customer. Synonymous with "supplier" or "vendor".
- S. Merchant Category Code (MCC):** Standard code the credit card industry uses to categorize merchants based on the type of goods or services provided by the merchant. A merchant is assigned a MCC Code by the acquiring bank.
- T. Non-Approved Purchase:** A purchase made by an accountholder for which payment by the state is unapproved. A non-approved purchase differs from a fraud purchase in that it is a non-intentional misuse of the Travel Card/CBA with no intent to deceive the agency for personal gain or for the personal gain of others.
- U. Personal Purchases:** Non-work related goods or services purchased solely for the benefit of the cardholder, the cardholder's family, or other individual(s).
- V. Policy and Procedure Memorandum 49 (PPM49):** The state's general travel regulations (<https://www.doa.la.gov/pages/osp/travel/TravelPolicy.aspx>). These regulations apply to all state departments, boards and commissions created by the legislature or executive order and operating from funds appropriated, dedicated, or self-sustaining; federal funds, or funds generated from other source.
- W. Program Administrator:** Person responsible for administering and managing the State Travel Card Program at the Agency level and acts as the main contact between LDH, State Travel Office and the issuing bank.
- X. Receipt:** A merchant-produced original document that records the relevant details for each item purchased including quantities, amounts, a description of what was purchased, the total charge amount and the merchant's name and address (e.g. sales receipt, original invoice, packing slip, credit receipt, etc.) This must match the online transaction amount and be matched to any other related documentation regarding the transaction.

- Y. Secondary Approver:** The Secondary Approver shall act as the relief or backup for the Approver in the event the Approver is unable to perform his or her responsibilities. The Secondary Approver must comply with all the duties and responsibilities of the Approver.
- Z. Single Purchase Limit (SPL):** The maximum spending (dollar) limit a Travel Card is authorized to charge in a single purchase. The SPL limit may be up to \$5,000; however, this limit should reflect the individual's purchasing patterns. They are preventative controls and, as such, sound judgement should be exercised when establishing a card's credit limit. Purchases shall not be split with the intent of and for the purpose of evading the Travel Card single purchase limit set for the account holder.
- AA. Split Purchase:** A practice whereby one or more cardholders or suppliers split a purchase into two or more transactions and/or purchase orders to circumvent either Single Transaction Limits or bid requirements. This is prohibited by the Statewide Travel Card Policy.
- BB. Transaction:** A single purchase. A credit also constitutes a transaction.
- CC. Transaction Documentation:** All documents pertaining to a transaction. The documentation is used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include, but are not limited to: itemized purchase receipts/invoices, receiving documents, credits, disputes, written approvals, and airline exception justifications/approvals, travel authorizations/expense forms, conference lodging rate page, etc. All documentation **must** be scanned into the Works Workflow system and attached to the corresponding transaction.
- DD. Travel Authorization (TA):** All non-routine travel must be authorized with prior approvals in writing by the head of the department, board, commission, or their designee, from whose funds the traveler is paid.
- EE. Travel Card (T-Card):** A credit account issued in an employee's name. This account is a direct liability of the State and is paid by each agency. Travel Card accounts are a tool used to assist the employee in paying for specific, higher cost travel expenses incurred during travel for official state business only.
- FF. Works:** Bank of America's web-based system used for program maintenance, card/CBA issuing/suspension/cancellation and reporting.
- GG. Works Workflow:** Bank of America's online system that includes user profiles and transaction workflow. For ISIS and LaGov interfaced agencies, transactions are coded and interfaced to the ISIS/LaGov systems for payment monthly.

V. ROLES AND RESPONSIBILITIES

A. Office of State Travel

1. The Office of State Travel will approve LDH's participation in the program along with identifying the allowable Merchant Category Codes (MCC) and their limits.
2. The State Program Administrator oversees the Statewide Travel Program and serves as a liaison between the LDH Program Administrators to address **ALL** issues and changes necessary to the overall Travel Card program and coordinates any changes with Bank of America.

B. Department Head (LDH Secretary)

1. The Department Head is responsible for all Travel Card Activity of the Agency and that the program is in compliance with all requirements and will be responsible for designating the Agency Travel Card Program Administrators.
2. Any changes to LDH Travel Card Program Administrators and/or Department Head shall be submitted to the State Program Administrator in writing immediately upon any changes, on the State Purchasing Card Program Administrator Change form located at the link below:
<https://www.doa.la.gov/osp/Travel/forms/ProgramAdministratorForm.pdf> and signed by the Agency's Department Head. The completed form should be emailed, faxed or mailed to the State Travel Card Program Administrator. The State Travel Card Administrator will forward the changes to the Issuing Bank.

C. Appointing Authority (Statutory or Delegated)

1. Approves/Denies requests for travel cards and CBAs.
2. Reviews and approves changes made to the CBA.
3. Ensures that the Approver is at least one Supervisory level above the Cardholder.

D. Internal Audit

1. LDH Internal Audit should include the activities of the State Liability Travel Card and CBA Program in the internal audit annual risk assessment. If the activities of the CBA/Travel Card Program are deemed high risk, Internal Audit should address this area of high risk like others identified within LDH and be included in the development of annual audit plans and work schedules. The Office of State Travel encourages an audit of the CBA/Travel Card program be performed at least once every three years.
2. Upon initiating an audit of the CBA/Travel Card activities, internal audit should notify the Office of State Travel via email. The Office of State Travel shall be provided a copy of all completed audits on the CBA/Travel Card Program.

E. Travel Card/CBA Program Administrator – Division of Fiscal Management – Payment

Management Administrator (hereinafter referred to as Program Administrator)

LDH Program Administrators serve as the main point-of-contact for all card program personnel and serves as a liaison between LDH, the Office of State Travel and the issuing bank. LDH's Program Administrators are responsible for coordinating, monitoring and overseeing the agency's Travel Card Program, ensuring that key controls are in place and are operating as designed. It is mandated that LDH have at a minimum both a Primary and Secondary Program Administrator. Any or all of the following administrative responsibilities may be delegated to another individual, however, any person with any administrative roles may not possess a card.

LDH Program Administrators or agency designee must fulfill responsibilities in the following areas:

1. Receives completed requests for Travel Card/CBA.
2. Approves/Denies requests for Travel Card/CBA.
3. Maintains list of all agency account holders' names.
4. Trains accountholders on all duties and responsibilities associated with possession/use of a State Liability Travel Card/CBA.
5. Educates accountholders on sales tax requirements.
6. Educates accountholders on process of reporting a card lost or stolen and/or fraudulent activity.
7. Enters online requests for cards.
8. Monitors inactive accountholder accounts.
9. Cancels cards on terminated employees.
10. Receives and processes change requests.
11. Sets card limits for single, daily, and/or cycle transactions.
12. Reduces accountholder limits to \$1 during an extended leave of absence and/or until accountholder returns.
13. Ensure secondary approver is in place that is knowledgeable of the business needs for the travel accounts during an extended leave of absence for an approver.
14. Determines and assigns approved merchant category codes.
15. Monitors purchases for adherence to proper travel procedures.
16. Convenience Fees should only be considered if it is deemed a necessary expense and the Program Administrator has had an opportunity to review the appropriateness of the fee prior to the transaction. Many suppliers charge fees that are not in compliance with Visa regulations and would therefore, not be an allowable charge. It is the responsibility, therefore, of LDH to ensure that these fees are not only allowed by VISA regulations but also in the best interest of the State. Prior to processing any transactions that include convenience fees, the Cardholder must consult with the Program Administrator to discuss the appropriateness of the additional fee. The Cardholder must submit their request in writing justifying the need to make the purchase with their Travel Card and the Program Administrator will then determine if the convenience fee complies with Visa regulations and is in the best interest of the State. Only then will the convenience fee be allowable.
17. Runs Billing Cycle Purchase Log and reviews for accuracy before transactions are

- retrieved to create billing file (P4 documents).
18. Reconciles Billing Cycle Purchase Log to electronic payment (P4 documents) to ensure all accountholders and approvers have allocated all transactions from the default accounting codes to the proper accounting codes using the Works Workflow system.
 19. Sets up default account information in Works.
 20. Oversees and/or maintains file on statements and documentation.
 21. Reviews/audits travel expense forms and documentation of statements, ensuring prompt reconciliation of periodic statements.
 22. Clears charges and credits from travel card clearing organization code if it is determined that an incorrect code was assigned to a card.
 23. Establishes and enforces personnel policies to discipline employees in the event of abuse or failure to comply with established guidelines.
 24. Runs the following mandatory audit reports monthly: Card Decline Report, Card Status Report, Activity in Closed/Suspend Account, Airline Incidentals, Hotel Incidentals, Non-contracted Car Rental Company Rule, Single Transactions Exceeding \$5,000, and Allowed MCC – Food and Alcohol. These reports are used as a tool to assist the Program Administrator with determining which accountholders may need a refresher training course, counseling from a Supervisor, and/or cancellation of card, as well as to determine possible changes to accountholder limits, profiles, and MCC groups.
 25. When notified by the Approver that the Cardholder is exiting the agency or the Cardholder is going to be replaced, ensures that a new Cardholder has been assigned and all the necessary documentation has been received by the Program Administrator.
 26. When notified by the Cardholder that the Approver is exiting the agency or the Approver is going to be replaced, ensures that a new Approver has been assigned and all the necessary documentation has been received by the Program Administrator.
 27. Annually completes the Administrator Agreement form – Travel Card (Attachment D), Policy Acknowledgment Form (Attachment I), obtains annual Program Administrator certification through the state's online certification training program by receiving a passing grade of at least 90 and submit proof of completion for all.
 28. Maintains all annual cardholder approver reviews.
 29. Submits justification provided by the cardholder to the Office of State Travel for their approval, for all dormant cards that are deemed necessary by the agency.
 30. Keeps informed of program updates distributed by the Office of State Travel, as they are sent as an email and posted to the Office of State Travel website <http://www.doa.la.gov/Pages/osp/Travel/CorpTravCard.aspx>. Disseminating all information to the Department Head, cardholders, CBA accountholders/authorizers, approvers and any other agency personal as deem appropriate.
 31. Maintains the annual, original signed agreement form for the State of Louisiana Corporate Liability Travel Card Program for all participants of the Travel Card Program. A copy of the signed agreement along with the state and agency policies, or a link to all policies, current purchasing policies, rules and regulations, mandates, Louisiana

Statutes, Executive Orders, State Liability Travel Card and CBA Policy, internal agency policies and procedures and/or PPM49 as applicable, shall be provided to the program participant.

32. Maintains copies of the annual online LEO Certification for all program participants. Provides the State Travel Card Program Administrator written notice immediately of any changes in status to LDH Travel Card Program Administrators.
33. Communicates all program and policy changes to all program participants.
34. Collaborates with the agency's department head to develop and maintain the agency's Travel Card/CBA account policy and procedures to address policy areas unique to the state agency or that are not covered by the Statewide Policy.
35. Reviews LDH's Travel Card/CBA account procedures at least annually to ensure compliance with all purchasing policies, rules and regulations, statutes, executive orders, mandates and PPM49 as applicable.
36. Works with management to identify job titles or positions that require a Travel Card.
37. Develops internal procedures for requesting new cards and/or changes to existing cards (i.e. change in spending limits).
38. Works with management to determine appropriate cardholder spending limits based on budget restrictions, job requirements, historical spending patterns, and overall procurement practices.
39. Monitors the issuance of cards, ensuring prompt reconciliation of statements.
40. Along with the cardholder's supervisor/approving official, evaluates cardholder spending limits against actual usage annually and terminates cards that show consistently low usage or have been dormant for one year.
41. Issues secure user ID's for each cardholder, approver, CBA administrator, accountant, auditors and agency program administrators in all Works applications once the online system is implemented.
42. Request cards, set up users in Works and perform maintenance necessary for agency cardholders.
43. Ensures that all program participants' job title is listed in the Nickname Field in Works.
44. Terminates a cardholder's status as a cardholder and canceling Travel Cards through Works. Immediately informs the State Travel Card Program Administrator of any misuse, abuse or fraudulent use of a Travel Card.
45. All transactions and original supporting documentation must be, at a minimum, audited monthly, by the Fiscal Section or the Program Administrator. To maintain segregation of duties, the program administrator or second reviewer(s) cannot be an approver or cardholder for transactions they have the responsibility of auditing.

F. Approver

The approver is the Agency employee who approves purchases made by the Accountholder/cardholder to which he or she is assigned. Approvers are limited to **twenty** cardholders and must be the immediate supervisor or the person most familiar with the cardholder's business needs that is at least one pay grade level higher than the cardholder. By approving each Travel Card transaction, the approver exercises critical control by ensuring authorized and appropriate Travel Card use and correct allocation of expenses in accordance with all purchasing policies, rules and regulations, statutes, executive orders, mandates, policies and PPM49 as applicable. No cardholder may approve his or her own Travel Card transactions.

The cardholder shall never be the final approver of his own monthly Travel Card log/online transactions.

The approver has the following responsibilities:

1. Never approves his/her own monthly transactions.
2. Receives reconciliation of statements from all users in section.
3. Signs off on all transactions in the Works Workflow system by the designated deadlines.
4. Obtains, reviews, and understands the PPM49, the State Liability Travel Card and CBA Policy and LDH's travel policies.
5. Must immediately report any fraud or misuse, whether actual, suspected or personal charges to the Program Administrator, agency head and other personnel/agencies as required. Approver will participate in any disciplinary action deemed appropriate and necessary.
6. Annually reviews CBA accountholders along with cardholder limits and ensures appropriate utilization.
7. Obtains, reviews, and understands the state and agency policies. Maintains knowledge of all applicable current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable on use of the Travel Card. Keeps informed of program updates as sent from the agency program administrators or anyone else associated with the Travel Card program.
8. Annually completes both the state and internal LDH required training on policies and procedures and signs the Approver Agreement Form – Travel Card (Attachment C), Policy Acknowledgment Form (Attachment I) and obtains annual approver certification through the State's online certification training program by receiving a passing grade of at least 90, with original documentation given to agency program administrator and a copy kept on file with the approver. Proof of completion of internal agency training and all forms completed must be forwarded to the program administrator.
9. Along with the Program Administrator, completes an exit review, with the cardholder, of the cardholder's transactions, supporting documentation and receipts, as well as obtaining necessary signatures prior to departure including uploading backup documentation and receipts and signing off on all transactions in Works.
10. Ensures that the Travel Card is obtained from the employee upon separation, change in department/section or extended leave, and returns card to agency program administrator. Must review all current charges on the account and verify that all necessary supporting documentation and required signatures have been obtained. Ensures that agency program administrator makes necessary changes to cancel the card and to remove approver as the employee's approver and/or employee from the list of cardholders for which approver is responsible, once the cardholder has completed the exit interview.
11. Notifies the Program Administrator immediately when anticipating and/or prior to an

extended leave of absence. Ensure that all transactions have been reconciled and signed by both the cardholder and approver. Types of extended leave include maternity leave, family medical leave, medical leave, military obligations, sabbaticals, etc.

12. In the event of extended leave for a CBA accountholder and/or approver, they are both responsible for notifying the Program Administrator to suspend the card, reducing the account availability to \$1.00.
13. Ensure that receipts and supporting documentation are in place to be uploaded. Make sure cardholder signs off on the transactions in Works and submits the monthly log immediately upon his/her return from their extended leave of absence in case it was not done so prior to the leave.
14. If cardholder doesn't return from extended leave, you will upload receipts in Works and notate why there is no cardholder signoff.
15. Ensures that either approver or the cardholder notifies the agency program administrator if card is lost, stolen or has fraudulent charges. Ensures the cardholder immediately notifies the bank as well.
16. Ensures each transaction, to the best of approver's knowledge:
 - a. Has an appropriate business purpose, is not for personal use, and fits the cardholder's business needs.
 - b. Is in compliance with all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable.
 - c. Includes an original receipt and complete supporting documentation, including a detailed line item description instead of a generic description such as "general merchandise".
 - d. Verify that receipt date, supporting documentation and documentation dates, along with the log dates, correspond with known business needs or trip allowances and dates, if applicable, and that travel has been approved.
 - e. All receipts and supporting documentation are scanned into Works Workflow, once implemented and tied to the appropriate transaction and reviewed against the original receipt and supporting documentation.
 - f. Is not a duplication of personal request and/or reimbursements for travel related expenses.
 - g. Does not include exempted sales tax.
 - h. Has been coded properly for payments as outlined in the agency policy and procedures and as required in Works Workflow for ISIS and LaGov interface agencies. All documentation corresponds with the program cycle dates (which begin the 9th of one month and ends the 8th of the following month).

****NOTE**:** It is the Approver's responsibility to verify the validity of each transaction, and that complete original documentation exists to support each purchase, service and/or credit, verifying that the purchases are for official state business, by reviewing both the

original documentation and the attached documentation to each transaction in Works workflow.

17. The immediate supervisor/approver must review the information and original documentation entered and scanned into Workflow, and submitted by the cardholder prior to signing off on the transaction in Works. If the information is not correct, the Supervisor/Approver should flag the transaction and electronically return it to the Cardholder for additional information and/or correction.
18. All transactions must be approved in Works by the approver and not auto signed off. Works approver in Works must be the cardholder's supervisor that is at least one pay grade level higher and has a thorough knowledge of cardholder's job responsibilities and familiar with the business case and appropriate business needs for the cardholder's transactions in order to determine if purchases are job-related or otherwise authorized. A Supervisor/Approver's electronic approval certifies that the goods and/or services purchased are essential and necessary, appropriately budgeted for and are in compliance with all requirements herein.

****NOTE**:** The immediate supervisor/approver must sign off on all transactions in Works before the cardholder's monthly credit limit will refresh. Approval by the approver certifies that the documentation is acceptable for each transaction that it was for official state business, that it is in compliance with appropriate rules and regulations, etc., as mentioned above and that it has been reviewed and is approved.

NOTE: When transactions are made for the approver of a CBA account, the transactions must be 100% reviewed and signed off by a third level reviewer. The approver must sign off on the transaction in Works and the monthly billing statement, however the original monthly log and billing statement must also be signed by the third level reviewer. Ensure that the Billing Cycle Purchase Log is completed by each cardholder. Both the log and original billing statement must be signed by both the approver and the cardholder. Both the cardholder and the approver must sign off electronically on every transaction in Works with no auto-sign off signatures before the Works Billing Cycle Log can be accepted as the signed log. Manual signatures are required on any electronic logs in which a transaction is missing either the cardholder or the approver's electronic signature. Original Billing statements must be signed by both the cardholder and the approver, electronic or stamped signatures are not acceptable. The Billing Cycle Purchase Log, signed original monthly statement, by both the cardholder and the approver, along with any findings and justifications, must then be forwarded to the agency's fiscal office for review and maintenance of the file.

19. Reviews, at a minimum, annually, all cardholders which approver is designated as an approver along with profile limits to ensure appropriate utilization of the card and program intent. This will ensure that all cardholders limits, MCC Codes, etc., are working

properly for the cardholder. If limits or codes are not allowing the cardholder to perform his duties, then the approver should contact the agency program administrator to make necessary adjustments.

20. Understands that failure to properly fulfill responsibilities as a Travel Card approver could result, at a minimum, in the following:
 - a. Written counseling which would be placed in employee file for a minimum of 12 months.
 - b. Consultation with agency program administrators, and possibly head of agency and internal audit section.
 - c. Disciplinary actions, up to and including termination of employment.
 - d. Legal actions, as allowed by the fullest extent of the law.
21. The cardholder approvers will forward all original supporting documentation along with original invoices, travel authorizations, receipts, Billing Cycle Purchase Log, the signed original statement, by both the cardholder and the approver, and any findings and justifications to the agency's fiscal office for review and maintenance of the files in accordance with record retention laws.

G. Accountholder/Custodian

All cardholders and CBA accountholders/authorizers must keep informed of program updates as sent from the agency program administrators or anyone associated with the program. Cardholders must have an understanding of current state purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable on use of the Travel Card.

Purchases should never be artificially divided to avoid the Travel Card policy limits. Cardholders are prohibited from splitting a transaction between two or more transactions in order to circumvent the Single Purchasing Limit (SPL) imposed on the card regardless of the amount of the SPL. Section 6 of the current Small Purchase Executive Order reads "In absence of a good faith business basis, no purchase or procurement shall be artificially divided within a cost center or its equivalent, to avoid the competitive process or the solicitation of competitive sealed bids".

1. Completes application for Travel Card/CBA and obtains necessary approvals.
2. Forwards card application to Program Administrator.
3. Signs Accountholder Agreement form and completes training prior to card issuance.
4. Adheres to the policies and procedures regarding the use of the card.
5. Keeps card secure and under control at all times.
6. Reports lost, stolen or damaged cards and any fraudulent activity to Bank of America and Program Administrator. To report suspected fraudulent activity, Cardholder must immediately call Bank of America at 1-866-500-8262. To report a lost, stolen, or damaged card, Cardholder must call Bank of America at 1-888-449-2273.
7. Reports any recognized or suspected misuse of the Travel Card program to the agency

Program Administrator and may anonymously report to the State of Louisiana Inspector General's Fraud and Abuse Hotline at 1-866-801-2549.

8. Ensures that the Travelers know they must present a personal credit card when checking into a hotel to cover any incidental expenses, which are not allowed when using the Travel Card to pay for hotel room charges. If incidentals are incurred during a business trip, traveler may seek reimbursement of allowable expenses through the LDH travel reimbursement policy and procedures.
9. State sales taxes should never be paid on purchases with a Travel Card/CBA, since the account is a state liability. The traveler should fill out a Sales Tax Exemption Certificate to present to a vendor. The certificates are located in the Forms section of the State Travel Office's webpage.
10. Convenience Fees should only be considered if it is deemed a necessary expense and the Program Administrator has had an opportunity to review the appropriateness of the fee prior to the transaction. Prior to processing any transactions that include convenience fees, the Cardholder must consult with the Program Administrator to discuss the appropriateness of the additional fee. The Cardholder must submit their request in writing justifying the need to make the purchase with their Travel Card and the Program Administrator will then determine if the convenience fee complies with Visa regulations and is in the best interest of the State. Only then will the convenience fee be allowable.
11. Submits all required transaction documentation (including Billing Cycle Purchase Log), special approvals, etc. timely and in accordance with LDH policy. Failure to do so will result in cancellation of Travel Card/CBA.
12. Keeps receipts and maintains required documentation of purchases made with card.
13. Verifies /reconciles purchases against monthly statements using the Billing Cycle Purchase Log.
14. Attaches the receipts and signs off on all transactions using the Works Workflow system. Receipts and all supporting documentation must be attached to every transaction prior to the end of the billing cycle.
15. Forwards reconciled statements, receipts, the Hotel Planner confirmation notices and Billing Cycle Purchase Log to designated supervisor/approver.
16. Notifies supervisor and Program Administrator of any information changes and/or problems incurred.
17. Never makes a payment directly to the bank.
18. Never accepts Cash in lieu of credit to the Travel Card or CBA account.
19. Immediately notifies the Travel Administrator when the Approver is exiting the agency or if the Approver is going to be replaced.
20. Obtains, reviews and understands the PPM49, the State Liability Travel Card and CBA Policy and LDH's travel policies.
21. Immediately reports any fraud or misuse, whether actual, suspected or personal charges to the Program Administrator agency head and other personnel/agencies as required.

22. Must submit justification to the Program Administrator for all cards not utilized within a 12 consecutive month period that are deemed necessary by agency, otherwise account will be cancelled.
23. Uses Travel Card for official state business only. No personal use. Travel Card is limited to the person whose name is embossed on the card or the person assigned as the CBA accountholder/authorizer. The Travel Card shall not be used to pay for another or loaned to another person to pay for official or non-official business expenses.
24. Annually completes both the state and internal LDH required training on policies and procedures and sign the Cardholder Agreement Form – Travel Card (Attachment B), Policy Acknowledgment Form (Attachment I), and obtains annual Cardholder certification through the State’s online certification training program by receiving a passing grade of at least 90, with original documentation given to agency program administrator and a copy kept on file with the approver. Proof of completion of internal agency training and all forms completed must be forwarded to the program administrator.
25. The Cardholder, CBA Accountholder is to **never**:
 - a. Loan to another person or use to pay for another person’s expenses without prior approval from the Office of State Travel.
 - b. Give account number or PIN to any individual other than the merchant with which a purchase is being made.
 - c. Include the full Travel Card account number in emails, faxes, reports, memos etc. If necessary, use of the last four or eight digits is allowed. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number on documentation placed in the maintenance file, and/or any documentation sent to Fiscal.
 - d. Send a copy of the Travel Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the State Liability Travel Card.
 - e. Use an individual Travel Card for personal, non-business expenses for any reason.
 - f. Pay State sales taxes, especially for hotel, Enterprise in-state vehicle rentals, and Park-N-Fly parking charges when using the Travel Card, since it is a state liability. (See Section XIII regarding sales taxes)
 - g. Use the Travel Card to access or attempt to access cash under any circumstances.
 - h. Accept cash, gift cards or store credit in lieu of a credit to the Travel Card account.
 - i. Use the Travel Card for Incidentals. Traveler must present personal credit when checking into a hotel to cover any incidental expenses. If incidentals are incurred during a business trip, traveler must be reimbursed through the agency’s travel reimbursement policy and procedures including the travel expense, BA12, process.
 - j. Avoid procurement or payment procedures.

- k. Purchase alcohol, food, travel expenses or entertainment services without obtaining prior written permission from the Office of State Travel. If requested and approved, all travel expense transactions must be in accordance with the current State Liability Travel Card and CBA Policy and current PPM49 guidelines. The only exceptions are vehicle rentals. See Section I.A Office of State Travel Responsibilities.
 - l. Purchase Fuel or vehicle maintenance.
 - m. MAKE A PAYMENT DIRECTLY TO THE BANK in the event that an unauthorized charge is placed on the individual's State Liability Travel Card. Making a payment directly to the bank will cause the monthly statement billing file to be out of balance, and the agency will have to determine the cause. Ultimately, it will be determined that a personal payment was made. In order to avoid this situation, report any unauthorized charges to the agency's program administrator immediately, along with decision on how the funds will be reimbursed back to the agency.
26. Notifies the agency's program administrator if use of a card has changed and lower or higher limits are necessary.
 27. Agrees to complete an exit interview with supervisor/approver and return the Travel Card immediately upon request or upon separation from the agency. Cardholder should discontinue use of the purchasing card immediately upon notification of separation. This will allow sufficient time for receipts to be submitted and for outstanding charges to be processed before leaving employment. Failure to do so may result in charges not being reconciled.
 28. Notifies the Program Administrator immediately when anticipating and/or prior to an extended leave of absence. Ensure that all transactions have been reconciled and signed by both the cardholder and approver. Ensure that the account has been suspended until the cardholder returns to work. Types of extended leave would include maternity leave, family medical leave, medical leave, military obligations, sabbaticals, etc. Upload supporting documentation, sign off on any pending transactions and submit the monthly log immediately upon return in case of extended leave of absence.
 29. Cardholders must enter comments and/or line item descriptions for each transaction. This allows program administrators, auditors, and other third parties more oversight of transactions. Comments should include the purpose of the purchase, for whom the purchase was made, and other relevant information to allow outside parties to determine that the expense was business-related.
 30. It is the cardholder's responsibility to obtain itemized original receipts and any other documentation. Original documentation is required for all purchases and credits regardless of the order method. For items such as registrations, where the vendor does not normally generate a receipt or packing slip, a copy of the ordering document may be used. Acceptable documentation must include a line description, with full description, not a generic "general merchandise" description, and line item pricing for the purchase. Electronic receipts are allowed if they are un-editable and are maintained in compliance with the agency retention policy. For internet purchases, the printout of the order confirmation showing the details, or the shipping document if it shows what was purchased, the quantity and the price paid suffice for the itemized receipts.

31. Cardholders must upload and attach a copy of the invoice or receipt and any other relevant documentation (e.g. email correspondence, TA's) to the applicable single transaction in Works Workflow and not one upload for multiple transactions. Attachments must meet the following requirements:
 - a. Be a PDF document
 - b. Be legible (e.g. not too dark, not too light)
 - c. Contain copies of all pages of invoices or other documents.
32. Cardholder must add accounting codes to the General Ledger segments in Works.
33. Cardholders must sign off on all transactions in Works before the monthly credit limit will refresh.
34. All receipts must give an itemized and detailed description of the purchase and must include at a minimum:
 - a. Merchant Name
 - b. Date of Purchase
 - c. Description (a receipt description, which only states "Miscellaneous", or "Merchandise", or only includes a vendor's stock or item number, is not acceptable).
 - d. Unit price and quantity
 - e. Transaction total

VI. ACCOUNTHOLDER ENROLLMENT AND RESPONSIBILITIES

- A.** An Accountholder Travel Card Enrollment/Change Form (Attachment A) must be completed and signed by the employee. The Accountholder Enrollment/Change Form must be approved by the supervisor and the Appointing Authority for each prospective Accountholder. Cards can only be issued in the name of State of Louisiana employees. CBAs are issued in the name of the agency. Any changes to the CBA require the resubmittal of the Accountholder Travel Card Enrollment/Change Form and all the appropriate signatures must be obtained on the form before any changes will be made by the Program Administrator.

The enrollment/change form is forwarded to:

Travel Card Program Administrator
LDH Division of Fiscal Management
P.O. Box 91117 (Messenger- Bin #29)
Baton Rouge, LA 70821
(225) 342-2496

- B.** The Appointing Authority and the Program Administrator will review and approve/deny the request for a new card or CBA. The Program Administrator will notify the employee via email whether the request has been approved or denied.
- C.** For approved requests, the Program Administrator will contact the accountholder for training when the new card has been received or the CBA has been opened. The

prospective accountholder and his/her supervisor must complete annual LDH training, State Travel training, and sign a Cardholder Agreement Form – Travel Card (Attachment B) before receiving and using the travel card. If the supervisor/approver has completed training for another employee, it is not necessary that they complete it again.

- D. CBA Accounts/Travel cards are not transferable. Use by anyone other than the accountholder is PROHIBITED. The only person authorized to use the card is the person whose name appears on the face of the card, or in the case of a CBA, the designated Accountholder. A transaction can only be signed by the Accountholder.
- E. The Accountholder is responsible for returning the Travel Card to the Program Administrator upon termination of employment. This card must be cut in half and forwarded to the Program Administrator. The Program Administrator must be notified immediately of the accountholder's termination. The accountholder should notify the Program Administrator, but in cases where they cannot, the approver is responsible for notifying the Program Administrator. Accountholders who transfer to new positions in the same section and require the use of the card as part of their new duties should continue to use the same card. Accountholders of Travel Cards who no longer require a card for their new positions must cancel their cards. Accountholders of CBAs shall submit written notification of their last day of employment in their section/department to the Program Administrators. A change must be reported on the Accountholder Travel Card Enrollment/Change Form (Attachment A) and submitted to the Program Administrator.
- F. It is the Accountholder's responsibility to safeguard the card and/or account numbers at all times. Cards must be kept in secure locations and account numbers should not be written where they can easily be seen by others. If an Accountholder discovers charges on the monthly billing statement that he or she cannot verify, the Accountholder must immediately notify the Supervisor and Program Administrator.
- G. If the card is lost, stolen or damaged, the Accountholder must immediately notify Bank of America at 1-888-449-2273 and the Program Administrator at 225-342-4163 after reporting the incident to the bank. If the card is located after it was reported lost or stolen, it must be destroyed by cutting it in half. Both halves of the card must be forwarded to the Program Administrator.
- H. Whenever information contained on the Accountholder Travel Card Enrollment/Change Form changes, the Accountholder must submit the changes to the Program Administrator with the appropriate box checked and section completed on the form.
- I. Resort fees are **not** allowed unless attending a conference and/or if a traveler is staying in a city where all hotels are charging a resort fee. When making a hotel reservation even through Hotel Planner, the traveler must inquire about resort fees. If the hotel discloses

there may be a resort fee assessed with the traveler's stay, the traveler can choose to stay at a different hotel. If a resort fee is charged even after the fact, it will be the **traveler's responsibility** to pay the resort fee. **This information must be communicated to the traveler.**

VII. ALLOWABLE STATE LIABILITY TRAVEL CARD TRANSACTIONS

Merchant Category Codes (MCC) have been developed and encoded into each card. These codes authorize the types of goods and/or services for which individual cards may be used (e.g., airfare). The following transactions are valid, allowable MCC codes that have been encoded into each card:

- A. AIRFARE- Airfare must be charged on Travel Cards/CBAs. It must not be charged on a traveler's personal credit card.
- B. STATE CONTRACTED TRAVEL AGENCY FEES
- C. REGISTRATION FOR CONFERENCE/WORKSHOPS- Travel Cards/CBAs may not be used for Membership Dues. Conference registration fees must be charged on Travel Cards/CBAs. They must not be charged on a traveler's personal credit card.
 - 1. Online accounts such as PayPal, etc. can be used as these are sometimes used for conference registrations. The cardholder must create a standalone business account or registration and must not be combined with an individual's personal account. The user ID and password must be available for the Program Administrator/Accountant if requested.
- D. HOTEL/LODGING- Hotel/lodging must be charged on an individual Travel Card or a CBA. It must not be charged on a traveler's personal credit card.
- E. RENTAL CAR- All vehicle rentals must be charged on an individual Travel Card or a CBA. They must not be charged on a traveler's personal credit card.
- F. PARKING- Can be charged on an individual Travel Card or CBA with hotel/lodging stay only and must be combined on hotel/lodging invoice and Park-N-Fly Parking.
- G. INTERNET SERVICES - Can be charged on an individual Travel Card or CBA with hotel/lodging stay only and must be combined on hotel/lodging invoice.
- H. SHUTTLE SERVICES- This **must** be prepaid prior to trip in order to be charged on an

individual Travel Card or CBA. Not for individual group transportation during a business trip (e.g., taxi, bus, etc.) without approval from the Office of State Travel. **(Note)** Not all vendors can accept prepayments.

- I. Tolls in conjunction with the contracted vehicle rental.

VIII. PROCEDURES FOR USING THE TRAVEL CARD

STANDARD TRAVEL RULES AND REGULATIONS AND INTERNAL TRAVEL PROCEDURES WILL REMAIN THE SAME. THE TRAVEL CARD IS A TOOL USED TO ASSIST EMPLOYEES IN PAYING FOR SPECIFIC, HIGHER COST TRAVEL EXPENSES INCURRED DURING TRAVEL FOR OFFICIAL STATE BUSINESS. USE OF THE TRAVEL CARD DOES NOT EXEMPT ANY CURRENT REQUIREMENT AND/OR ALLOWANCES IN PPM49, INCLUDING THE TRAVEL AUTHORIZATION/EXPENSE FORMS WHICH MUST BE COMPLETED FOR ALL NON-ROUTINE TRAVEL, CONFERENCES AND OUT-OF-STATE TRAVEL, AS WELL AS TRAVEL POLICIES, RULES AND REGULATIONS, LOUISIANA STATUTES, OR EXECUTIVE ORDERS.

- A. The Travel Card can be used for official state travel use only. **NO PERSONAL USE.**
- B. The accountholder must obtain necessary approvals to travel.
- C. When making purchases in person, the accountholder must sign the charge receipt and retain the customer copy or proper documentation of the purchase. Accountholder should be certain that the total amount of the purchase does not exceed the card's single transaction dollar limit.
 - 1. State sales tax should not be charged on card purchases. The traveler should remember to present a completed Sales Tax Exemption Certificate to each vendor to prevent state sales taxes from being included in the charges. The certificates are located in the Forms section of the State Travel Office's web page.
- D. Included in each accountholder's procedures packet are documents to be used as tools to educate vendors regarding the tax-exempt status of purchases made with the Travel Card. The State of Louisiana Tax Sales Tax Exemption Certificates (Attachments F and G) can be duplicated as necessary and may be presented to vendors to ensure that tax is not charged.
- E. When making a purchase other than in person (e.g., via telephone, computer, mail order, etc.), an accountholder should give the merchant the account number and tax-exempt number (both of which are embossed on the card).
- F. For items such as conference/workshop registrations, where the vendor does not

normally generate a receipt or packing slip, a copy of the ordering document may be used by the accountholder to document the purchase.

- G.** Accountholder must maintain records of all transactions (telephone, computer, mail order, etc.) or internal support documentation, such as Travel Authorization forms, copies of conference materials (including conference registrations form, etc.) to facilitate monthly reconciliation.
- H.** Accountholder must allocate and sign off on all card transactions and scan receipts for all transactions in the Works Workflow system no later than the 11th of each month. The accountholder's approver must sign off electronically on all transactions no later than the 12th of each month. Note: Failure by the accountholder and/or approver for each Travel Card/CBA to comply with these allocations and sign off procedures will result in temporary suspension of the card. If the card is reinstated and the accountholder and/or approver fail to comply, the card will be permanently revoked. If it is subsequently determined that the accountholder should be issued a new card, the Assistant Secretary of the agency must submit a written request for issuance of a new card which includes an explanation of the remedy which has been put in place to ensure future compliance.
- I.** LDH will maintain a permanent file of all card purchases supporting documentation in accordance with state laws. This documentation is subject to review by the Legislative Auditor and other duly authorized auditors.
- J.** The Travel Card shall not be used:

 - 1. For personal use.
 - 2. To access cash.
 - 3. For incidentals.
 - 4. For gift cards/gift certificates.
 - 5. For purchases of alcohol.
 - 6. For entertainment services without prior approval from the Division of Administration-Office of State Procurement.
 - 7. For purchases of food.
 - 8. For fuel on state vehicles or vehicle rentals.
 - 9. Single purchases shall not be artificially divided to avoid the Single Purchasing Limit or procurement procedures.
 - 10. Resort fees (See PPM 49 S1506 pg. 25 Section C,6).

IX. PAYMENTS, RECONCILIATION, POST AUDIT REQUIREMENTS

The agency will ensure that necessary procedures and controls are in place for prompt payment, reconciliation and cost distribution of charges and credits. Program Administrators will conduct post audits of accountholder transactions to monitor appropriate use while verifying that

purchases are made in accordance with the State Liability Travel Card and CBA Policy, all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49. The program administrator(s) are responsible for securing and archiving transaction data as required by the business operations of the agency. If an accountholder has an extended absence, the Program Administrator will change the accountholder's profile to a \$1 limit. Any card not utilized for 12 consecutive months will be cancelled, unless Office of State Travel has granted approval based on the justification provided by the agency.

- A.** Bank of America will send a monthly paper statement to each accountholder. The Program Administrator and the accountholders will review the Billing Cycle Purchase Log and reconcile it with purchases listed on the paper statement.
- B.** The statements will be sent within five (5) days of the close of the billing cycle (8th of each month). The electronic Works reports are available daily.
- C.** Payment will be made electronically to Bank of America by the Office of Statewide Reporting & Accounting Policy (OSRAP) by the 28th of each month. NOTE: Payment will be made on the 28th of each month regardless of the status of the reconciliation process.
- D.** The Statement Billing File will be used to create a P4 document (payment voucher) and interface to AFS (Advantage Financial System). The document will use the accounting codes allocated by the accountholder each cycle. The interface will automatically create a P4 document each month. No action is required for payment.
- E.** The P4 document will override budget checks and cash checks in AFS to produce an electronic file transfer (EFT) to be sent to Bank of America.
- F.** The paper statements from Bank of America will be mailed directly to each accountholder at the address given at the time of issuance within five (5) days of the close of the billing cycle (13th of each month). The accountholder must reconcile purchases made during the billing cycle by matching the statement to the accountholder's support documentation. The documentation will be reviewed and certified by the accountholder as received or reported as a disputed item. The accountholder shall allocate transactions with the appropriate accounting distribution information (organization code, object code, reporting category if applicable) in the Works Workflow Allocation system by the 11th of the month and send statement and backup to the supervisor/reviewer. IF A CHARGE OR CREDIT DOES NOT APPEAR ON THE STATEMENT WITHIN 60 DAYS AFTER THE ORIGINAL CHARGE OR CREDIT WAS MADE, THE ACCOUNTHOLDER MUST NOTIFY THE PROGRAM ADMINISTRATOR. All statements must be forwarded to the Program Administrator no later than the last day of the month following statement close.

- G.** The supervisor/reviewer must review the information and documentation submitted by the accountholder. Reviewer must verify:
1. That acceptable documentation exists to support each purchase and/or credit,
 2. That purchases are for official state business, and
 3. That purchases comply with appropriate rules and regulations.
- The supervisor/reviewer shall sign the statement certifying his review and approval. Documentation must be forwarded to the Division of Fiscal Management. NOTE: If the approver determines that personal or unauthorized charges are made on the card, approver must notify HR and appropriate disciplinary steps shall be taken to resolve the misuse/abuse of the card.
- H.** Failure by the accountholder and/or approver for each Travel Card/CBA to comply with all procedures defined in this policy will result in temporary suspension of the card. If the card is reinstated and the accountholder and/or approver fail to comply, the card will be permanently revoked. If it is subsequently determined that the accountholder should be issued a new card, the Assistant Secretary of the agency must submit a written request for issuance of a new card which includes an explanation of the remedy which has been put in place to ensure future compliance.
- I.** It is the agency's responsibility to not only review the data gathered, but to make certain that transactions are for a business purpose and have a legitimate business need for the cardholder. In the event that a transaction is being investigated, the cardholder must explain and justify the transaction being questioned. Based on the cardholder's explanation, the agency should address the situation accordingly. All backup documentation should be kept together whether printed, on a secured shared drive, flash drive or any other form to consolidate findings and responses in one central location as well as eliminate loss of information when an employee separates from the agency for any reason. All generated reports showing no transaction activity should be screened printed and kept with reports generating data.
- J.** Travel Card Program Auditing Reports contain a list of reports created for agencies to use for monthly audit requirements of this program through Works and Visa IntelliLink. Some reports are required to be generated and reviewed at least once a month, while others have been created and designed as added value to assist in policy compliance. Although all of the reports are not required monthly, agencies are strongly encouraged to determine which of the reports are of the most value to them and should consider rotating them, at a minimum every other month.
- K.** All documentation/findings/replies including printed copies of reports generating no data, resulting from the monthly audit of Travel Card transactions, are to be maintained by Program Administrator in Travel manager's office.

- L.** Monthly reviews and inquiries, requested from the Office of State Travel, Division of Administration auditors, etc., to agency program administrators, must be answered in the time specified in the request. The certification will indicate that the program administrators have generated the required reports, all requirements listed in the policy have been completed, and necessary findings have been investigated, documented and handled appropriately.
- M.** In addition, reports shall be used as a tool to assist the agency program administrator/agency with determining which cardholders may need a refresher training course, re-certification of the state's online training, counseling, cancellation of card, due to inaccuracies, etc., as well as, to determine possible changes to cardholder's limits, profiles, and MCC groups.

X. ACCOUNTHOLDER CHARGE DISPUTE RESOLUTION PROCEDURES

In the event accountholder finds items on the monthly memo statement that do not correlate with retained receipts and supporting documentation, transactions not made by the accountholder, incorrect transaction amounts, or if there is an issue with service or quality, the accountholder's first recourse is to contact the merchant to try to resolve the problem.

- A.** If the merchant agrees to credit the accountholder's account because an error has been made, the accountholder should check the next statement for the credit.
- B.** If the problem with the vendor is not resolved, the Statement of Disputed Item (Attachment G) should be completed and mailed or faxed with required enclosures within 60 days from the billing close date (8th of each month) to:

Bank of America- Commercial Card Services Operation
P.O. Box 53142
Phoenix AZ 85072-3142
Phone (800) 352-4027
Fax (888) 678-1503

A copy of the dispute form should be faxed to the Program Administrator at (225) 342-4366.

- C.** The amounts charged on all transactions will be paid; therefore, it is important for accountholder to mark purchasing documentation "DISPUTED". The accountholder should retain a copy of the disputed documentation and follow up on future statements for credits.
- D.** All disputes must be identified in writing within sixty (60) days of the billing statement. Disputes will then be resolved by Bank of America within one hundred eighty (180) days.

- E. Sales tax is not a disputable item. It is the responsibility of the cardholder to ensure that merchants are advised that the purchase is sales tax exempt and provide the tax exemption number.

XI. SECURITY

- A. Program participants should never display the Card Account Number, Works and Works Workflow user ID and passwords around their work area.
- B. Cardholders should never give the Card Account Number, user IDs or passwords to someone else.
- C. Cardholders should never **email** the full account numbers or user ID numbers or passwords or store full account numbers in supporting documentation. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number on documentation placed in the maintenance file, and/or any documentation sent to Fiscal.
- D. Program participants should secure assigned Works application User IDs. Never share User ID, password or PIN and/or leave work area while logged into the system or leave log-in information lying in an unsecure area.

XII. CARD MISUSE AND DISCIPLINARY ACTIONS

Cardholders, program users, or supervisors/approving officials, auditors or anyone associated with the program who knowingly, or through willful neglect, fail to comply with the requirements may be subject to suspension or termination of account privileges or other disciplinary action, up to and including termination of employment and criminal prosecution to the fullest extent of the law.

A. Fraud Purchases

1. Any use of the Travel Card/CBA which is determined to be an intentional attempt to defraud the state for personal gain or for the personal gain of others is prohibited.
2. An employee suspected of having misused the Travel Card/CBA with the intent to defraud the state will be subjected to an investigation. Should the investigation result in findings which show that the actions of the employee have caused impairment to state service, and should those findings be sufficient to support such action, the employee will be subject to disciplinary action. The nature of the disciplinary action will be at the discretion of the Agency's Appointing Authority and will be based on the investigation findings and the record of the employee. Any such investigation and ensuing action shall be reported to the Legislative Auditor, the Office of Inspector General and the Director of the Office of State Travel. If it is determined that

reimbursement of funds should be made, payment should be made as quickly as possible. If the timeframe for repayment exceeds the time frame established legal matters could be pursued.

3. Any recognized or suspected misuse of the Travel Card Program should be immediately reported to the agency program administrator and may be anonymously, reported to the State of Louisiana Inspector General's Fraud and Abuse Hotline at 1-866-801-2549 or for additional information one may visit (<http://oig.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&nid=3&pnid=0&pid=4&catid=0>).
4. Cardholders and other program personnel are prohibited from using the Travel Card and other accounts (e.g. CBA's) for the purchase of any goods or services not directly or indirectly related to official State of Louisiana business. Intentional use of the card for personal purchases will result in disciplinary action, up to and including termination from State employment and criminal prosecution.
5. Supervisors or other approving officials who knowingly, or through willful neglect, approve personal or fraudulent purchases are subject to the same disciplinary actions as those making the purchase.

B. NON-APPROVED PURCHASES

1. A purchase made by a State cardholder for which payment by the state is unapproved. A non-approved purchase differs from a fraud purchase in that it is an unintentional misuse of the Travel Card/CBA with no intent to deceive the agency for personal gain or for the personal gain of others.
2. A non-approved purchase is generally the result of a miscommunication between a supervisor and the cardholder. A non-approved purchase could occur when the cardholder mistakenly uses the Travel Card/CBA rather than a personal card.
3. When a non-approved purchase occurs, the cardholder should be counseled to use more care in handling of the Travel Card/CBA. The counseling should be in writing and maintained in the employee's file for no longer than one year unless another incident occurs. The employee should be made to pay for the item purchased inappropriately. Should another incident of a non-approved purchase occur within a 12-month period, the Agency's Appointing Authority should consider revocation of the Travel Card/CBA.

C. MERCHANT FORCED TRANSACTIONS

Commercial cards are accepted by a variety of merchants that process transactions only if approved by the issuing bank thereby abiding by the card controls in place. Merchant transactions are processed using one of the 2 steps as follows:

1. Merchants process transactions against card controls (MCC, limits, expiration date, etc.) and, if approved, receive an authorization number.
2. Merchants submit the transaction for payment from the bank,
 - a. In rare instances, merchants will circumvent the authorization process and only perform step 2. This means that the merchant didn't process the transaction against the card controls and therefore did not receive an authorization number.
 - b. If this happens, the merchant has forfeited all dispute rights and the transaction can be disputed and unless the merchant can provide a valid authorization number, the dispute will be resolved in the cardholder's favor.

XIII.CONVENIENCE FEES

The decision to use CBA/Travel Card on a purchase that will incur a surcharge or convenience fee should be based on rare and extenuating circumstances such as no other form of payment is accepted, timeliness of payment to avoid late fees, urgency of the needed item or services, lack of other vendors, etc. All purchases that will incur a surcharge or convenience fee must be approved by the program administrator before the purchase is made.

- A.** Merchants may include a surcharge or convenience fee. VISA and MasterCard have strict merchant guidelines governing the assessment of surcharge fees.
 - 1. The merchant must register with VISA 30 days prior to beginning a surcharge policy.
 - 2. The merchant must provide clear disclosure to the customer.
 - 3. The amount of the surcharge must be listed as a separate item and detailed on the receipt.
 - 4. The surcharge must apply to all credit cards accepted by the merchant
 - 5. The surcharge must be equivalent to the merchant's interchange rate, but cannot exceed 4%.
- B.** For any charge where the Supplier has charged a surcharge, a cardholder or user should obtain a copy of the acknowledgement letter sent to the Supplier by VISA authorizing the Supplier to impose a surcharge as part of their supporting documentation.
- C.** Convenience Fees are charged as a flat fee (regardless of the total cost) when purchases are made via one form of payment channel over another – online or by phone vs. in store or by mail.

XIV.SALES TAX

- A.** Travel Card/CBA charges are a direct liability of the State; therefore, as a rule Louisiana State sales tax should never be charged on card purchases, especially for hotels, Enterprise in-state vehicle rentals and Park-N-Fly parking charges. The State of Louisiana tax exemption number is printed on the front of the Travel Card.
- B.** It is the cardholder's responsibility to ensure that state tax is not charged. Cardholders must make every effort at the time of purchase to avoid being charged Louisiana State sales tax; if in-state sales taxes are charged, it is the cardholder's responsibility to get a credit issued to their card, or the cardholder should be made to reimburse the agency the total amount of the state taxes. Documentation of attempts to obtain credit for any State Sales Tax charged in error must be maintained with the documentation for the transaction where the tax was charged.
- C.** In the event state sales tax is charged and a credit is warranted, it will be the cardholder's responsibility to have the vendor-merchant (not Bank of America) issue a credit to the cardholder's account.

XV. FORMS

- A.** Accountholder Travel Card Enrollment/Change Form (Attachment A)
- B.** Cardholder Agreement Form - Travel (Attachment B)
- C.** Approver Agreement Form – Travel (Attachment C)
- D.** Administrator Agreement Form – Travel Card (Attachment D)
- E.** Sales Tax Exemption Certificate- Enterprise/Park N Fly (Attachment E)
- F.** Sales Tax Exemption Certificate- Hotels (Attachment F)

- G. Statement of Disputed Item (Attachment G)
- H. Missing Receipt Form (Attachment H)
- I. Policy Acknowledgement Form (Attachment I)

XVI. REFERENCES

Travel Card Policy Statewide
07012018 PPM49 Louisiana
Travel Guide

XVII. REVISION HISTORY

Date	Revision
February 25, 2016	Policy created
June 12, 2018	Policy revised
October 5, 2018	Policy revised
November 16, 2018	Policy revised
	Policy revised

XVII. POLICY ACKNOWLEDGEMENT

All CBA/Travel card Accountholders, all Approvers, and Administrators must sign the Policy Acknowledgment Form and submit the original to the Program Administrator.

The Louisiana Department of Health CBA/Travel Card Accountholders, Approvers and Program Administrators, by signing this State Liability Travel Card and CBA Policy dated _____, acknowledge and accept responsibilities in the administration of this program as outlined herein. A signed copy of this acknowledgement must be submitted to the Baton Rouge Fiscal Office –Travel Section – Travel Card/CBA Program Administrator.

AGENCY/DIVISION/SECTION

DATE

ACCONTHOLDER (PRINTED NAME)

SIGNATURE

APPROVER (PRINTED NAME)

SIGNATURE

PROGRAM ADMINISTRATOR (PRINTED NAME)

SIGNATURE

PROGRAM ADMINISTRATOR

DATE